

Subject: ISCC Teleconference

Date and Time: Tuesday September 21, 2004 at 12:00CDT, Meeting began at 12:05PM CDT and Adjourned at 1:33PM CDT
Connecting: Call the IHS audio bridge at 505-889-5512
Membership: Headquarters, ITSC, Aberdeen, Alaska, Albuquerque, Bemidji, Billings, California, Nashville, Navajo, Oklahoma, Phoenix, Portland, Tucson, Seattle and Dallas Regional
Not Present: Aberdeen, Albuquerque, Bemidji

Topic	Responsible Party	Discussion	Problems/Action(s) Taken
Old Business			
ISCC Charter	Keith Longie	Per Christy Tayrien, CIO staff, the charter is in Headquarters at Management Policy Support Services for processing.	No action required by the ISCC at this time.
Active Directory Workgroup	Matt Parkinson	Encourage all sites on Active Directory to migrate remaining NT4 member servers ASAP to provide easy process for standing down NT4 environment in the future. Matt stated if we don't get this done, we will be dragging out the shutdown of the old environment indefinitely. They need a mechanism to identify member servers remaining to be migrated in the Areas.	ISCs will send out a note to network administrators as soon as possible on this.
		All future DHCP services on W2K/AD should be installed on member servers to allow local administration and backup/restore. Existing W2K/AD sites should work with ITSC to relocate DHCP services as needed. Matt stated there is not a need for it at Headquarters. They don't usually have any issues on this item.	ISCs will send an e-mail out to the field to address this.
		Establish W2K/AD Workgroup as the Change Management group for W2K/AD environment. Matt asked if the ISCC agrees on this recommendation. Before there is a global change, this group needs to come together and agree to the solution. No one disagreed.	Matt Parkinson, AD Workgroup Chair, will proceed to establish W2K/AD as the Change Management group for W2K/AP environment.

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		Rob asked about the use of AD for single sign-on. Matt asked if it was for PKI infrastructure. Rob said we have users signing onto RPMS, etc, would this be something for this group to look at?	Matt will bring this up with the workgroup.
Help Desk Workgroup	LeAnn Christianson	LeAnn Christianson, Help Desk Workgroup Chair, said their first conference call was July 22. They are presently meeting every other month, but will look at meeting more frequently. Kevin asked what LeAnn thought their charge was. LeAnn said to find out the procedure for the Help Desk that we're supposed to be following, to find out what the bottlenecks are, and why trouble tickets aren't being resolved in a timely manner. Matt added that it is to improve the effectiveness of the current Help Desk. LeAnn said the first workgroup conference call had quite a bit of discussion, and everyone got their complaints out. They identified problems they perceive, and what direction the workgroup needs to be going in.	
		On August 19, LeAnn talked with Bruce Parker about issues with the Peregrine Service Center. Bruce asked that the group wait until the IT Conference to see what has been done by that time. Matt stated that the annual cost of Peregrine for Fiscal Year 2005 was going to be \$22,000. Kevin said he thinks Keith wants some honest analysis and recommendations, and if Peregrine is not the way they recommend that IHS go then the workgroup should report it.	

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Self-Determination Services Tribal Share Workgroup	Rich Hall	Rich Hall, Self-Determination Services Workgroup Chair, was not on the call. Wes said he put in a request to Bruce for a spreadsheet of all facilities that have contracted/compacted and amount of shares that have been taken/left. He hasn't gotten a response to date. The workgroup needs this information. The current worksheet they have to work with does not address items like EHR, VPN, etc. Wes said it would be to the workgroup's benefit to see what the shares are and what has been taken. Sam Berry asked if it was for 2004, Wes said yes. Sam said from his understanding, none of the Annual Funding Agreements have been signed for 2005. Wes said they could use 2004 and possibly 2003 data for comparison. Sam said he will start working on this today and have it out in the next couple of days. Wes would like to at least get a snapshot of where we are, details can come later, but they need an idea of what is out there. Kevin said he will get with Rich and try to get this group organized since they haven't met yet.	Sam Berry, OIT, will provide the workgroup with an FY 03 and 04 spreadsheet identifying Self-Determination Services items requested.
Telecommunications Network Support Workgroup	Steve Lopez	USAC/MCI: Steve discussed USAC funds and purchasing MCI circuits. The USAC bids out the circuits we have and will only pay the lowest cost identified in bids submitted, even if you decide to pay a higher rate to MCI or another carrier for the circuits. Wes added the USAC determines who the carrier will be and what the reimbursement will be. When the IHS goes directly to MCI and cuts its circuit orders without going through USAC, the USAC is only going to reimburse the lowest cost vendor's rate. Wes said another issue that came up was that several of our facilities are rural, and the FCC thought we should be able to go with our local carriers instead of MCI. Wes is looking toward a memo from FCC or HHS on this issue that better meets our needs.	Tom Fisher is meeting with FCC this week in Washington, DC.

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		Documentation on private IP addresses: Steve pointed out a couple of Areas are stepping all over each other on these addresses. Matt said Lee sent something out to the workgroup with private IP addresses by Area from Tom Fisher. Lee said if you want a list by facility, it will probably have to come from within the Areas. The ITSC should have access to this information. Steve said he would like to think these items be reported to Karen Wade or the WAN team and compiled into a master list. Kevin said the workgroup had control over how the master list will be compiled, and added this issue needs to be managed. Steve	TC Workgroup will develop a recommendation on compilation of a master IP address list.
		Change Management Control: Steve stated the workgroup needs access to change management control issues, like on the policies that are going to affect changes, and would like for this workgroup to be included in discussions when policy changes are being considered. Wes agreed and said they need sound configuration management through changes. Val had brought up a VBNS issue. The DES has an extra T1 that they are paying for but are not using. All Areas need to take note of this, review and make sure they are not paying for lines no longer used.	
		PIX Firewall and Intrusion Detection Systems (IDS): Lee brought up the PIX firewall issue and why they are turned off. PIX firewalls and IDS systems are not active at the Area level. They have to rely on what is active at the ITSC. This leaves the Areas vulnerable. Lee asked what is going on with this, it is a priority in the Phoenix Area, but does not seem to be at Headquarters. Rob McKinney said he does not have control over the equipment, but can ask the telecommunications group to get this moving.	The ISCC will bring this forward to Keith as the IHS CIO with a reasonable deadline/date that these firewalls and IDS are to be put back into operation.

New Business			
Workgroup and Action Items Tracking System	Kevin Rogers	The ISCC has formulated four workgroups at Keith's request. In Kevin's experience, workgroups have a formal charge, and work under a deadline. He asked how the rest of the group felt about this approach. LeAnn agreed to the strategy for her workgroup. Kevin again stated that he would like to see the workgroups set their own milestones and make progress, but stressed he doesn't want their work to linger. Kevin said Keith asked for the workgroups will formalize their charge.	Workgroups will formalize the following: a charge, objectives, and a plan of action as to how they will research and address the issue, and eventually come back to the ISCs with recommendations by a deadline to identify what they think the complexity of the issue is. Workgroups will provide the ISCC with highlights, follow up actions, and who is participating on the calls. Workgroup chairs will notify the ISCC when individuals miss 3 calls/meetings.
Firewalls	Rob McKinney	Rob stated the ITSC has Cisco coming in this week to discuss their IDS solution. However, Rob is looking at something that has both the firewall and IDS. They have testing going on next month and will be looking at costs, both from a stand-alone mode or managed service, and who will be maintaining them. Wes has asked if they have talked to vendors about having them manage this off-site instead of at the ITSC. Rob said he thinks in general, we come out better with a managed service. Wes said the current vehicle we have in place is just not cutting it, it affects everything. Rob closed the discussion by saying we are looking at it from all aspects.	Rob will be conducting testing next month to look at alternative solutions, costs from a stand-alone mode or managed service, and who will be maintaining them. He will report on the status at the next ISCC conference call.
Window XP Evaluation		Lee said there was discussion on this at the IHS IT Conference. Rob is doing some testing on this.	Rob will have his recommendation to the ISCC and CIO by the end of September.
Where are we with developmental test systems at ITSC		Wes stated that 10 months ago it was agreed by all that we would have some test servers at the ITSC and would like an update on the progress of this. Rob said he has some servers sitting in his office now and the NPIRS group is making room for the lab in their work area.	The OIT/Albuquerque is expected to have the test environment in place by the end of October. Rob will provide a status report on the next ISCC conference call on the progress.

New Business			
Action Item Status Worksheet	Kevin Rogers	Kevin discussed the status of action items on the worksheet Christy prepared and the possibility of moving items over to workgroups. He asked for recommendations on how the ISCC can track these items and activities and how these items can be self-reported.	Ken Johnson and staff will try to make this information accessible on a server. Ken will report on the status on the next ISCC conference call.
		Kevin talked about the new agenda format for the conference calls and pointed out the date for the next call is Tuesday, October 12.	Kevin will send out a meeting message to the ISCC with an automatic reminder.